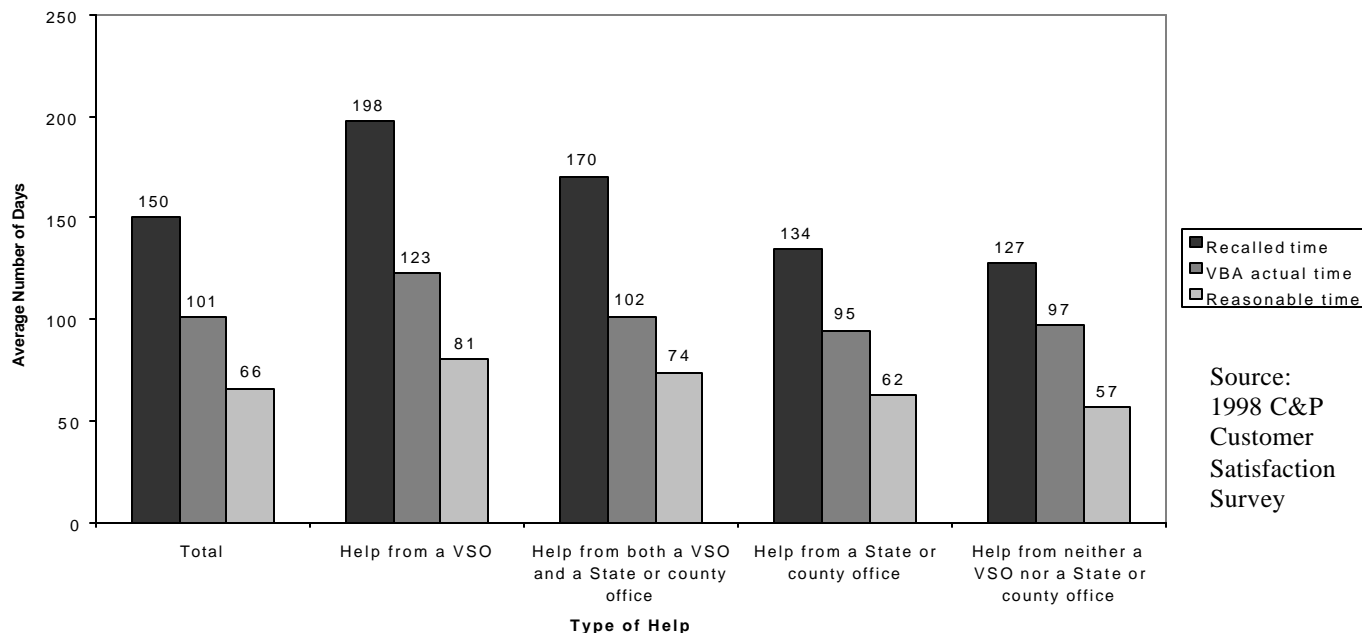


HELP FROM VETERAN SERVICE ORGANIZATIONS AND STATE OR COUNTY OFFICES: HOW DOES IT RELATE TO TIMELINESS?

**Comparison of Veteran Recalled Time, VBA Actual Time, and Veteran Reasonable Time by
Help from a VSO or State/County Office**



- In general, veterans' recollection of how long it took to get a decision on their compensation or pension claim is longer than the actual internally measured VBA timeliness (150 days vs. 101 days). What veterans thought was a reasonable length of time to get a decision is shorter than both (66 days). Is the longer veteran recalled time due to the fact that veterans could be adding to the length of the claim because they sought help from a Veteran Service Organization or a state or county office?
- Those veterans who received help from a VSO only report, on average, a higher recalled time (198 days) than those who received help from both a VSO and a state or county office (170 days). Those who received help from only a state or county office and from neither source, reported shorter recalled times (134 days and 127 days).
- However, there is still a discrepancy between veterans' recalled time and VBA's measurement of the length of time it took to receive a decision on a claim for those who received no help from a VSO or a state or county office. In other words, this difference cannot be due simply to the veteran "adding on" time to the claim because they sought help from a VSO or state or county office. These individuals who sought no help reported a recalled time of 127 days, compared with VBA's calculation of 97 days.
- Other factors may be coming into play such as veterans including the time to mail the application or receive a decision, and recalling the entire claim process including both original and reopened as a single claim. The chart above shows that veteran recalled time, for all groups, includes factors not picked up by VBA's current timeliness measurement system.

Questions or comments can be directed to:
 Lynne R. Heltman (202.273.5440)
 Sara R. Swenson (202.273.6463)
 Surveys and Research Staff (245)
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